

May 2025

### Business Updates



#### **Upgrade to claims form submission on Kaiser Permanente's provider site**

**You can now upload an unlimited amount of medical records and documents via the claims supporting document form on the Kaiser Permanente provider site!**

On the [Provider Reconsideration](#) provider manual page, we have made two updates:

1. The Pre-Payment section now lists example reason codes to assist you with your claims supporting document submissions.

#### **MEDICAL RECORDS AND ITEMIZATION SUBMISSIONS REASON CODE**

- N366, N26, and N221

**Note:** Does not include all; purpose is for example only.

#### **MEDICAL RECORDS AND ITEMIZATION SUBMISSIONS**

- [Electronic Submission Form](#)
- Email: [pre-pay-inbox@kp.org](mailto:pre-pay-inbox@kp.org)

2. A new section titled "Submission of claims supporting documents" has been added. You can submit an unlimited number of pages via this form.

#### **SUBMISSION OF CLAIM SUPPORTING DOCUMENTS**

##### **EXAMPLES**

- Primary Explanation of Benefits
- Non-Pre-Payment Chart Notes
- Authorization to Release Medical Records

**Note:** Does not include all; purpose is for example only.

##### **WHERE TO SEND YOUR RECORDS**

[Electronic Submission Form](#)

[Claims Supporting Documentation Form](#)

**Mail to:** Kaiser Permanente  
P.O. Box 30766  
Salt Lake City, UT 98140

If you have any questions, please contact the Provider Assistance Unit at 1-888-767-4670.

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### **Kaiser Permanente Attestation Portal for Contracted Medical Organizations**

The [Kaiser Permanente Attestation Portal](#) is live and actively in use in Affiliate Link, making it easier and more efficient to submit and manage contracted practitioner and practice location information with accuracy.

We appreciate everyone who has already made the transition to the new platform. If you're new to the portal, we've got you covered. See the [comprehensive flipbook](#) to walk you through the portal's features, helping you navigate it with confidence.

We're actively working to onboard all contracted providers (excluding delegated) onto the attestation portal. If you'd like to get ahead of the transition, simply email [kpwa.provider-directory@kp.org](mailto:kpwa.provider-directory@kp.org) with your medical organization name and email address, and we'll add you to the system.



### **Coming Soon: Kaiser Permanente Attestation Portal for Mental Health (Magellan) Providers**

We're excited to announce that beginning **July 2025**, mental health (Magellan) providers will transition to our internal Kaiser Permanente Attestation Portal. This platform is designed to support the Kaiser Permanente network for directory changes.

While no providers have made the switch just yet, we're getting everything ready for a smooth rollout. To help you prepare, we've developed a [comprehensive flipbook](#) that walks you through the portal's features, making it easy to navigate and use with confidence.

We're working to onboard all mental health (Magellan) providers to the portal in the coming months.

Stay tuned—more details coming soon!



### **Upcoming Changes to Kaiser Permanente's Non-Grandfathered Delegated Group Rosters**

To increase efficiency of handling non-grandfathered delegated rosters, Kaiser Permanente will automate the import of these rosters into our system in May.

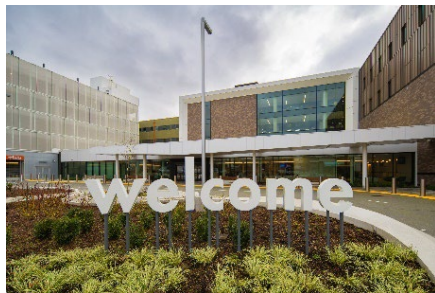
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While there will be no changes to the procedures for receiving rosters or the processes that occur post-import into our system, emails will be sent to each delegated group roster contact with the necessary information to ensure their roster complies with the standards. We will provide support to ensure that the transition is smooth for providers.



### **Expanded Everett Medical Center opens June 3**

We are pleased to share that Kaiser Permanente Washington's newly expanded Everett Medical Center opens on June 3. This new facility will enhance care options in Snohomish County with more specialty care, advanced imaging, and pharmacy access under one roof. If you would like more information about these new services, please contact the Provider Assistance Unit at 1-888-767-4670.

## Clinical Updates



### **Updated prior authorization criteria for Stelara**

Effective July 3, 2025, the criteria for intravenous Ustekinumab (Stelara) will be updated to require two biosimilars. This change does not affect current authorizations for Stelara; however, any new authorizations are subject to the new criteria. Please see our [provider notice](#) regarding the change in prior authorization criteria required before administering this medication under the medical benefit.



### **Kaiser Permanente Gastroenterology launches internal liver transient elastography program**

Kaiser Permanente Gastroenterology is excited to announce its acquisition of the Hepatus 6 Transient Elastography Diagnostic Ultrasound System for non-invasive liver disease management. This technology will aid in the early detection, diagnosis, and treatment of liver diseases and quantitative diagnosis of liver stiffness and liver steatosis.

Beginning June 2025, Kaiser Permanente will offer this service to patients who meet the criteria for assessment. The services will be performed at our Capitol Hill Medical Center Gastroenterology Clinic.

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### Kaiser Permanente Washington Health Research Institute News



#### [On the ground with KPWHRI's flu trackers](#)

An [interim assessment](#) shows the 2024-2025 flu vaccine has performed well, substantially reducing the risk of flu-related medical visits and hospitalizations for all age groups. However, less than half of adults and children nationwide have gotten the vaccine.



#### **Adult Changes in Thought Research Symposium: May 13 & 14 (online)**

Join us for a virtual 2025 Adult Changes in Thought (ACT) Research Symposium. The symposium brings together scientists and other interested individuals to discuss research related to the ACT study and brain aging. This year's theme: "Vascular contributions to cognitive impairment and dementia with a focus on sex differences." [Read more and register.](#)

### Provider Notices



Notices can be viewed on our [Provider Notices](#) page on the [Kaiser Permanente provider site](#). Please check our provider site on a regular basis for provider manual changes and updates.

We communicate changes to the [Provider Manual](#) in the [Provider eNews](#) for your convenience. However, it is your responsibility to remain updated on any changes by visiting our site regularly for updates on our policies and procedures.

- [Updated prior authorization criteria for Ustekinumab \(Stelara\)](#)
- [Updated prior authorization criteria for Trastuzumab \(Herceptin\)](#)
- [Changes to medical necessity review criteria for gender affirming surgery](#)
- [Changes to medical necessity review criteria for high-frequency chest wall oscillation](#)
- [Changes to medical necessity review criteria for tumor treatment field therapy](#)
- [Hearing aid services](#)
- [2025 annual provider notice for Kaiser Permanente NCQA accreditation](#)

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- [Mental health & wellness provider network support transitioning back to Kaiser Permanente](#)
- [Teprotumumab-trbw \(Tepezza\) updated prior authorization criteria](#)
- [Spesolimab-sbzo \(Spevigo\) updated prior authorization criteria](#)
- [DaxibotulinumtoxinA-lanm \(Daxxify\) updated prior authorization criteria](#)
- [Daratumumab \(Darzalex Faspro\) updated prior authorization criteria](#)
- [Tralokinumab-ldrm \(Adbry\) not covered under the medical benefit](#)
- [Avacincaptad pegol intravitreal solution \(Izervay\) updated prior authorization criteria](#)
- [Changes to medical necessity review criteria for low vision aides & devices](#)
- [Changes to medical necessity review criteria for PSMA PET](#)
- [Changes to medical necessity review criteria for bunionectomy](#)

### EFT Deposit & Check Mailing Dates



#### 2025 EFT Deposit & Check Mail Dates

Provider reimbursement checks are scheduled to be deposited ACH or mailed on the following dates. Mailed checks should arrive within approximately 3 business days.

January 9, 16, 24, 30

February 6, 13, 21, 27

March 6, 13, 20, 27

April 5, 10, 17, 24

May 3, 8, 15, 22, 30

June 5, 12, 19, 26

July 8, 10, 17, 24, 31

August 7, 14, 21, 28

September 5, 11, 18, 25

October 2, 9, 16, 23, 30

November 6, 13, 20, 28

December 4, 11, 18, 26

#### Kaiser Permanente Holidays

**New Year's Day**  
Monday, January 1

**Martin Luther King Jr. Day**  
Monday, January 20

**Presidents' Day**  
Monday, February 17

**Memorial Day**  
Monday, May 26

**Independence Day**  
Thursday, July 4

**Labor Day**  
Monday, September 1

**Thanksgiving**  
Thursday, November 27

**Christmas**  
Wednesday, December 25

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### Provider Resources



Submit a [Provider Update Form](#) to inform us of changes to your practice.



View our [Provider Directory](#).



Learn more about our [Specialty Services](#).



Read our latest [Formulary Decision Highlights](#).



View our 7 formularies on our [Formulary](#) page or [ePocrates](#).



Register for one of our many [Continuing Medical Education](#) offerings.